

# Customer Mobile Application

## Overview

This Quick Reference Guide shows authorized parents, guardians, and individuals how to check a child in or out of a Child Care Provider facility using the Customer Mobile Application.

## Audience

Customers of Child Care Providers using the Time and Attendance System.

## App Login

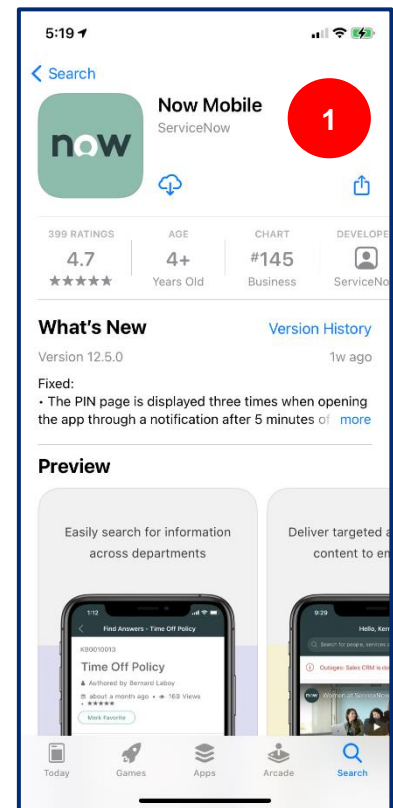
To log into the Customer Mobile Application, follow these steps:

1. Download the **NowMobile** app. This app can be downloaded from the Apple App Store or Google Play Store. The app can be downloaded through the following links:

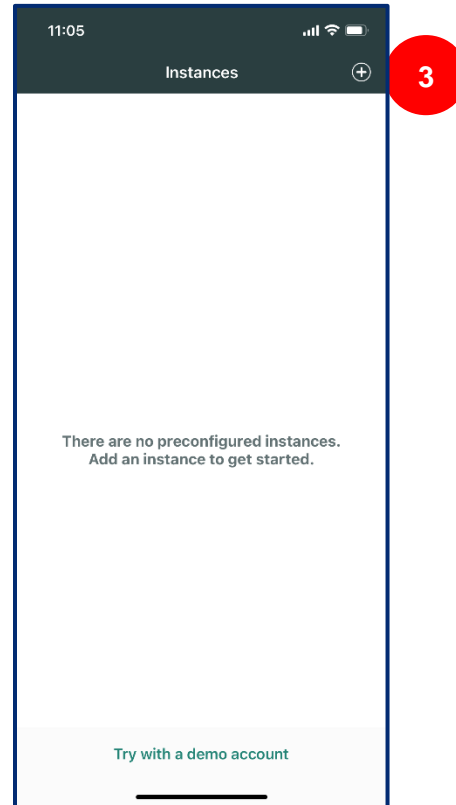
Apple App Store: <https://apps.apple.com/us/app/now-mobile/id1469616608>

Google Play Store:

[https://play.google.com/store/apps/details?id=com.servicenow.requestor&hl=en\\_US&gl=US](https://play.google.com/store/apps/details?id=com.servicenow.requestor&hl=en_US&gl=US)



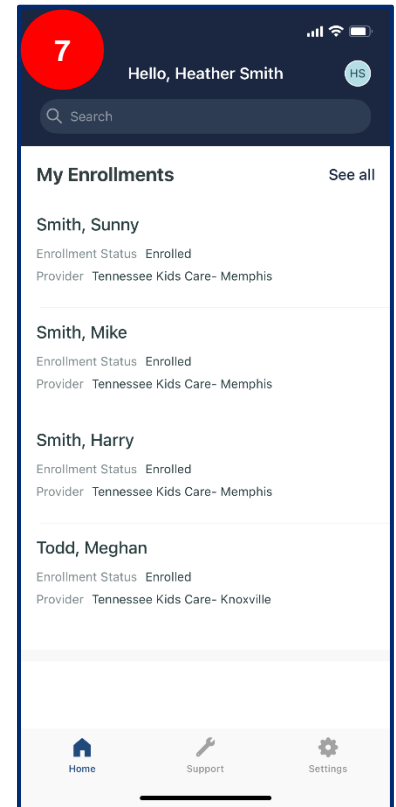
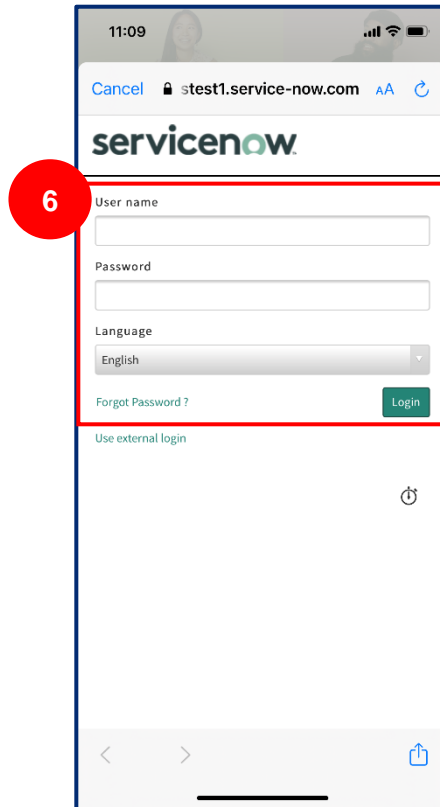
2. Once the app has been downloaded, open the app on your mobile device.
3. Once the app opens, click the **plus (+)** sign to begin logging into your account. When logging in for the first time, you may automatically be taken to the screen shown in Step 4.



4. Once the plus sign is selected, in the top field, enter the following link: <https://tdhs.service-now.com/>
5. If desired, create a mobile app nickname. Then, select **Save and log in**. For example, you can have this app listed as the “TDHS Mobile App” within NowMobile.
6. Enter your log-in credentials. Then, select **Login**.

**Note: Every parent/guardian/authorized individual will have their own username and password to the Mobile Application. Accounts may not be shared between individuals.**

7. You are now logged into the mobile app and can view your name, profile icon, and enrolled children.

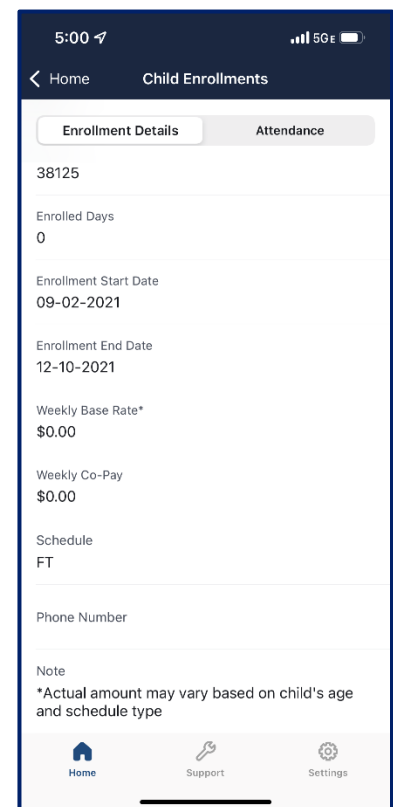
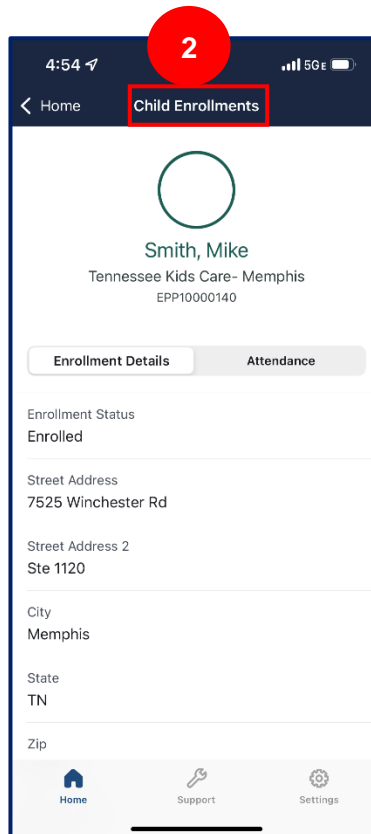


## Child Profile/Options

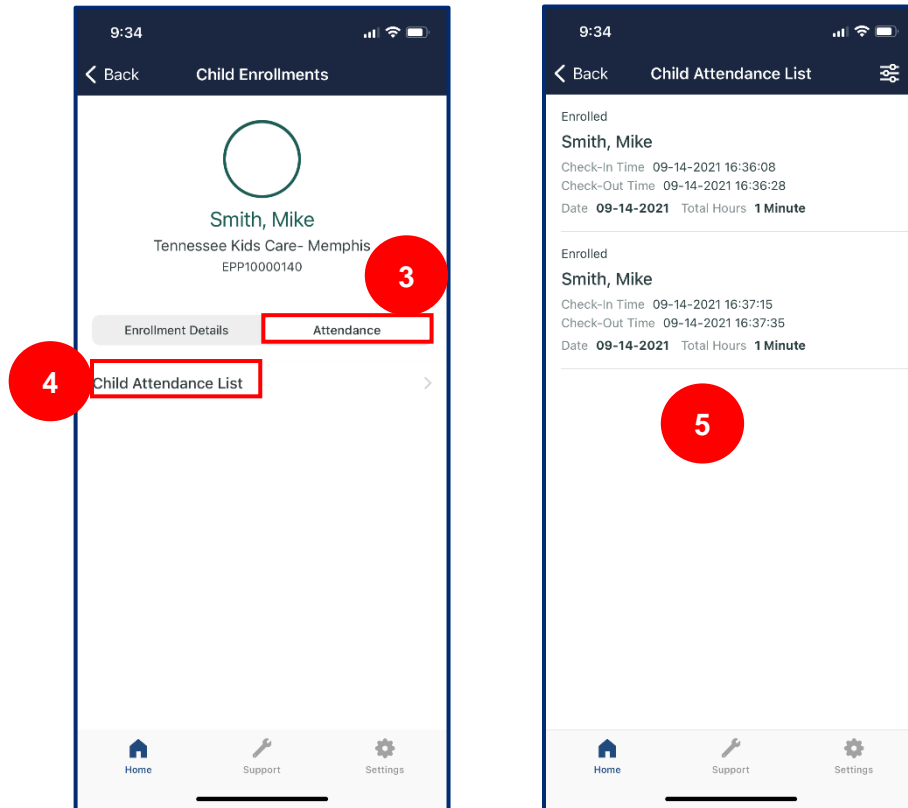
To open a Child's Profile:

1. Click on the **Name** of the child.
2. On the **Child Enrollments** screen, you can view a child's:
  - Enrollment Status
  - Provider Address
  - Enrolled Days (*number of days the child has attended*)
  - Enrollment start and end dates
  - If participating in the Certificate Program, weekly co-pays and base rates will appear.
  - Schedule (*if a child is attending care full-time or part-time*)
  - Contact Phone Number

**Note:** You must scroll down your screen to view all this information. The screenshot shown on the right below is viewable after scrolling down from the middle screenshot.



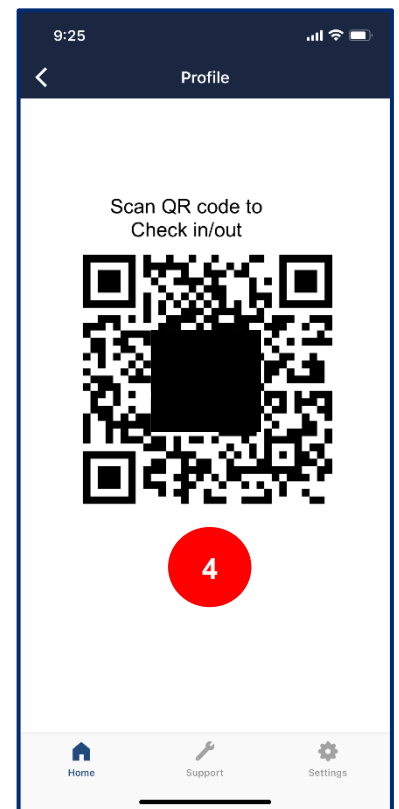
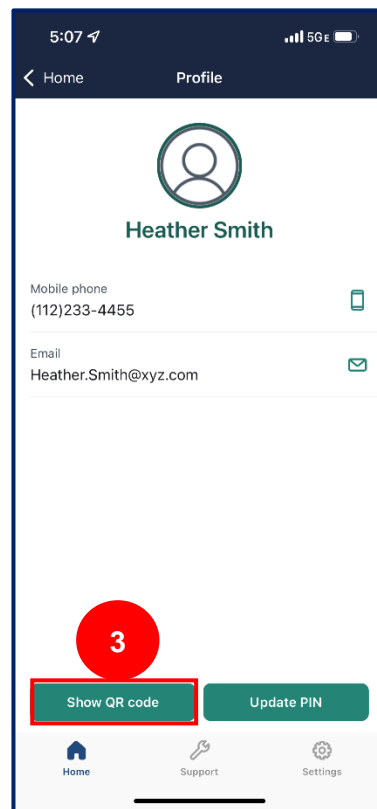
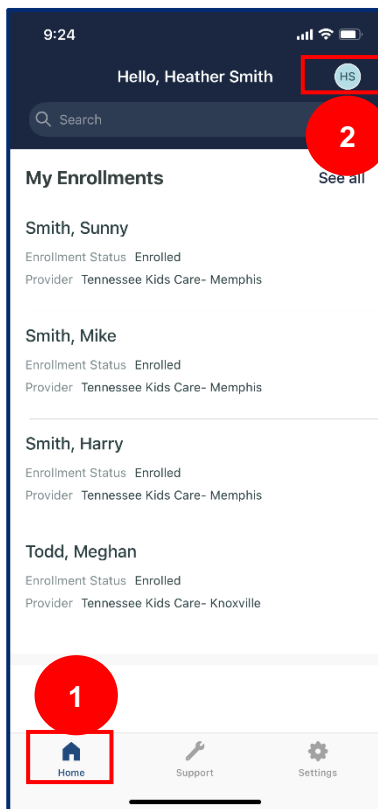
3. To view attendance details, select **Attendance**.
4. Click **Child Attendance List** to open a list of past attendance records.
5. Upon selecting this option, the **Child Attendance List** screen will appear. It displays a child's recent attendance details.



## Using Your QR Code to Check-In/Out a Child

Regardless of where you are in the app, to check in a child using a QR Code:

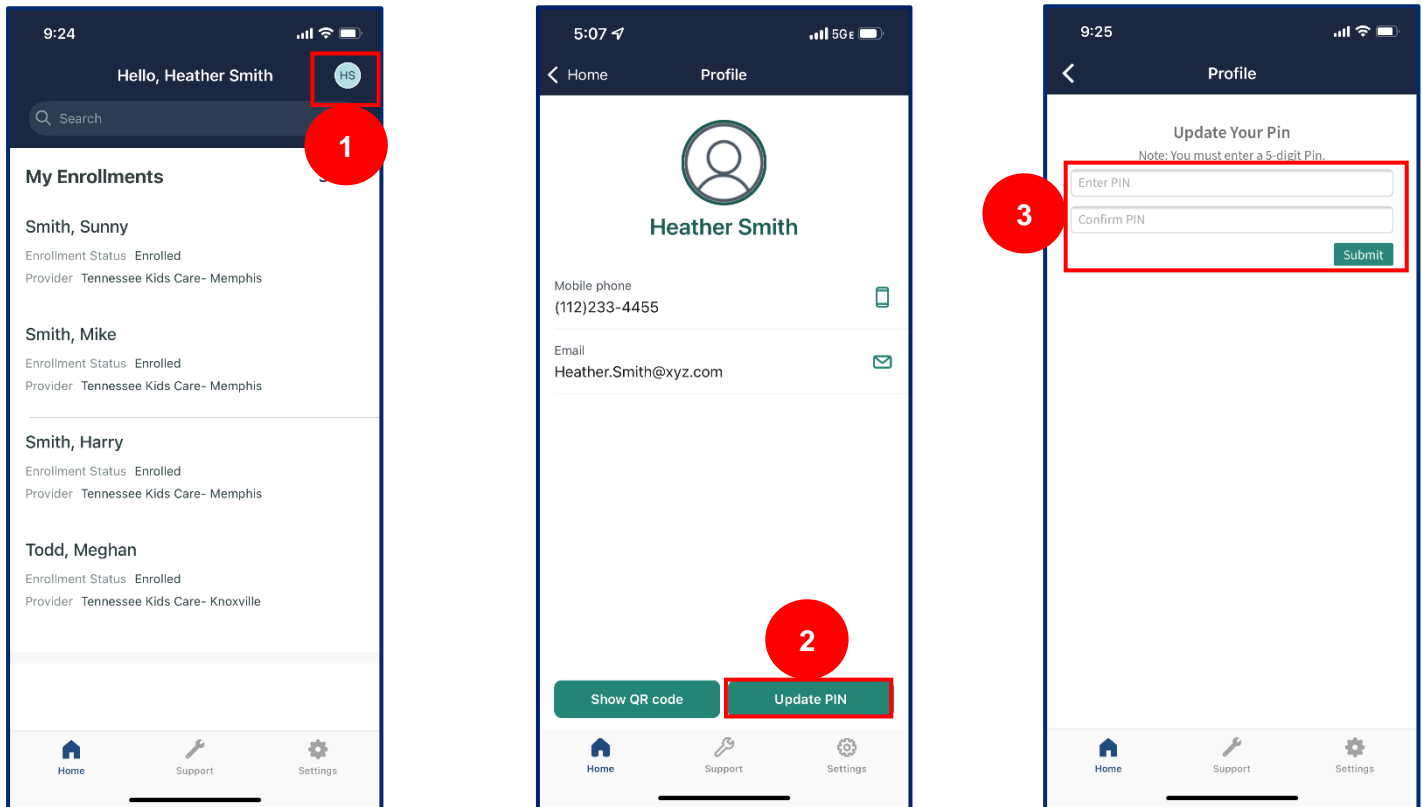
1. Access the app home screen by clicking the **Home** button in the bottom left corner of the app.
2. Click your **Profile Icon** in the top-right hand corner of the app.
3. Click the **Show QR Code** button on the lower left hand side of the app.
4. Following your Provider's instructions, use your QR Code to check in your child.



## Setting/Updating/Using Your Pin Code to Check-In/Out a Child

To set a Pin Code:

1. Click your **Profile Icon** in the top-right-hand corner of the app.
2. Click the **Update PIN** button in the lower right hand corner of the app.
3. Enter and confirm a five (5) digit PIN code. Once done, select **Submit**. Your Pin Code will now have been updated and you will receive an email confirming the change.



To check a child in or out of a facility, follow your Provider's instructions to enter your child's last name and your Pin code into their system.

**Note:** If you forget your PIN code, you can follow the steps above to reset it.

## App Support

The **Support** section of the app contains important information that will help you learn how to use the app and access key TDHS Resources.

To access app support:

1. Select the **Support** button.
2. Upon doing so, you will see three options appear:
  - A link to view the **App Tutorial**
  - A link to view TDHS' **Reimbursable Rate Chart**
  - A link to **Contact Us** (The Tennessee Department of Human Services)

